

ORIGINAL

The J. Richard Company, LLC
dba Live Wire Phone Company



END-USER SERVICES TARIFF

T-04257A-04-0335

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ARIZONA

END-USER SERVICES TARIFF

OF

The J. Richard Company, LLC
dba Live Wire Phone Company

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The J. Richard Company, LLC, dba Live Wire Phone Company, operates as a competitive telecommunications company in the State of Arizona. This tariff contains the descriptions, regulations and rates applicable to the furnishing of end-user services and facilities by The J. Richard Company, LLC, dba Live Wire Phone Company ("the Company") within the State of Arizona. This tariff is on file with the Arizona Corporation Commission. Copies may be inspected during normal business hours at the Company's principal place of business at 4607 E. Molly Lane, Cave Creek, Arizona 85331-6692.

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Effective:

By:

Richard H. Jones, President
P.O. Box 4607
Cave Creek, AZ 85331-6692

END-USER SERVICES TARIFF

CHECK SHEET

Sheets of this tariff are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets are named below and comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this sheet.

| <u>SHEET</u> | | <u>REVISION</u> | <u>SHEET</u> | | <u>REVISION</u> |
|--------------|---|-----------------|--------------|---|-----------------|
| 1 | * | Original | 17 | * | Original |
| 2 | * | Original | 18 | * | Original |
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| 12 | * | Original | | | |
| 13 | * | Original | | | |
| 14 | * | Original | | | |
| 15 | * | Original | | | |
| 16 | * | Original | | | |

*Indicates sheet included with this filing.

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SYMBOLS

The following are the only symbols used for the purposes indicated below:

- C . Changed regulation.
- D Delete or discontinue.
- I Change resulting in an increase to a customer's bill.
- M Moved from another tariff location.
- N New.
- R Change resulting in a reduction to a customer's bill.
- T Change in text or regulation but no change in rate or charge.

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TARIFF FORMAT

- A. Sheet Numbering – Sheet numbers appear in the upper right corner of the sheet. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.
- B. Sheet Revision Numbers – Revision numbers also appear in the upper right corner of each sheet. These numbers are used to determine the most current sheet version on file with the Commission. For example, the 4th revised sheet 14 cancels the 3rd revised Sheet 14. Because of various suspension periods, deferrals, etc., the Commission follows in their tariff approval process, the most current sheet number on file with the Commission is not always the tariff sheet in effect. Consult the Check Sheet for the sheet currently in effect.
- C. Paragraph Numbering Sequence – There are nine (9) levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2.
 - 2.1.
 - 2.1.A
 - 2.1.A.(1).
 - 2.1.A.(1).a.
 - 2.1.A.(1).a.I.
 - 2.1.A.(1).a.I.(A).
 - 2.1.A.(1).a.I.(A).i
 - 2.1.A.(1).a.I.(A).i.(a).
- D. Check Sheets – When a tariff filing is made with the Commission, an updated check sheet accompanies the tariff filing. The check sheet lists the sheet contained in the tariff, with a cross reference to the current revision number. When new sheets are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). The tariff user should refer to the latest check sheet to find out if a particular sheet is the most current on file with the Commission.

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1.0 DEFINITIONS

Billed Party: The person or entity responsible for payment of the Company's service. The Billed Party is the Customer in whose name service is registered with the Company.

Called Station: The terminating point of a call.

Calling Station: The originating point of a call.

Carrier: The facilities-based telecommunications provider whose services are being resold to the Customer by the Company.

Commission: The Corporation Commission of Arizona

Company: The J. Richard Company, LLC, dba Live Wire Phone Company, its subsidiaries, and/or authorized agents offering service through brand names and/or sales marks as set forth by this tariff.

Customer: The person who orders or uses service and is responsible for payment of charges and compliance with tariff regulations.

Deaveraged Unbundled Network Element (UNE) Zones. Deaveraged Unbundled Network Element (UNE) Zones have been established to reflect different geographic cost-based rates within the state for certain UNEs.

Telecommunications: The transmission of voice communications or, subject to the transmission capabilities of the service, the transmission of data, facsimile, signaling, or any other form of intelligence.

User: A Customer, or any person or entity that makes use of services provided to a Customer under this Tariff.

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END-USER SERVICES TARIFF

2.0 RULES AND REGULATIONS

2.1 Application of Tariff

- 2.1.1 This tariff contains the rates applicable to local exchange resale telecommunications services offered by the Company for service using various sales marks and/or brand names within the State of Arizona. Service is furnished subject to transmission, atmospheric and like conditions.
- 2.1.2 The telecommunications services of the Company are not part of a joint undertaking with any other entity providing telecommunications channels, facilities, or services. However, services under this tariff are conditioned upon the continued availability of the various services provided to the Company by its underlying carriers.
- 2.1.3 The rates and regulations contained in this tariff apply only to services provided through Company's contracted Carrier, and do not apply, unless otherwise specified, to the lines, facilities, or services provided by any other local exchange telephone company or other common carrier for use in accessing the services of the Company.

2.2 Undertaking of the Company

- 2.2.1 The Company undertakes to provide telecommunications services to Customers for their lawful and direct transmission and reception of voice, data, and other types of communications in accordance with the terms and conditions set forth in this tariff.
- 2.2.2 All service is subject to the availability of necessary and suitable facilities and to the provisions of this tariff. The company or its designee may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities, when authorized by the Customer, to allow connection of a Customer's location to a service provided by the Company. The Customer shall be responsible for all charges due for such service arrangement, and shall pay for such service arrangement in advance.
- 2.2.3 The Company's services are provided on a monthly basis unless otherwise provided, and are available twenty-four (24) hours per day, seven (7) days per week.

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2.0 RULES AND REGULATIONS (cont'd)

2.2 Undertaking of the company (cont'd)

- 2.2.4 The Company shall not be responsible for any construction, installation, operation or maintenance of any Customer-provided communications equipment. Where such equipment is connected to service furnished pursuant to this tariff, the responsibility of the Company shall be limited to furnishing of services under this tariff and to the maintenance and operation of such services in the proper manner.
- 2.2.5 The Company assumes no liability with respect to the construction, operation, or maintenance of Customer-provided station equipment at the Customer's premises, excepting such liability directly due to negligence of Company's employees or agents..
- 2.2.6 The Carrier may, upon notification of the Customer, at a reasonable time, make such tests and inspections as may be necessary to determine that the requirements of this tariff are being complied with in the installation, operation, and maintenance of Customer-provided equipment and in the wiring of the connection of Customer channels to Carrier-owned facilities. The Carrier may temporarily suspend services, without liability to Company or Carrier, while making such tests and inspections, and thereafter until any violations of such requirements are corrected.
- 2.2.7 The Company may take such action as necessary to protect its operations, personnel, and services, and will promptly notify the Customer by mail in writing of the need for protective action. In the event that the Customer fails to advise the Company within ten (10) days after such notice is received that corrective action has been taken, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its operations, personnel, and services from harm.

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2.0 RULES AND REGULATIONS (cont'd)

2.2 Undertaking of the Company (cont'd)

- 2.2.8 The Company does not undertake to transmit messages, but mediates the use of its Carriers' facilities when available, and will not be liable for errors in transmission or for failure to establish connections.
- 2.2.9 Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this tariff shall apply to all such permitted assignees or transferees, as well as all conditions of service.
- 2.2.10 Company reserves the right to disconnect service without incurring liability when necessitated by conditions beyond the Company's control or when the Customer is using the service in violation of either the provisions of this tariff or the laws, rules, regulations, or policies of the jurisdiction of the Calling Station or the Called Station, or the laws of the United States including the rules, regulations, and policies of the Federal Communications Commission.

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2.0 **RULES AND REGULATIONS (cont'd)**

2.3 **Use**

- 2.3.1 Services may be used for the lawful transmission of communications by the Customer consistent with the provisions of this tariff.
- 2.3.2. Service may not be used for any unlawful purpose. The use of the Company's services to make calls which might be reasonably be expected to frighten, abuse, torment, or harass another or in such a way as to unreasonably interfere with use by others is prohibited.
- 2.3.3 The use of the Company's services without payment for service, as well as any attempt to avoid payment for service by fraudulent means, devices, or schemes, false or invalid numbers, or false calling or credit cards, or other fraudulent means, is prohibited.
- 2.3.4 The Company's services are available for use twenty-four (24) hours per day, seven (7) days per week.
- 2.3.5 Provided that they have obtained any and all required regulatory approvals, Customers of service provided under this tariff may authorize or permit others to use these services, and may resell or share such services subject to the regulations contained in this tariff upon written consent of Company. The Customer remains responsible to the Company for payment of all charges for services used by others pursuant to this paragraph, with or without the Customer's knowledge, and is responsible for notifying the Company immediately of any unauthorized use of services.

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2.0 RULES AND REGULATIONS (cont'd)

2.4 Liability of the Company

- 2.4.1 The Company shall not be liable for any failure of performance hereunder due to causes beyond its control, including but not limited to: acts of God, fires, flood or other catastrophes; any law, order, regulation, directive, action, or request of the United States Government or any other government, including state and local governments having jurisdiction over the Company, or of any department, agency, commission, bureau, corporation, or other instrumentality of any one or more of said governments or of any civil or military authority; national emergencies; insurrections; riots; wars; or labor difficulties.
- 2.4.2. The Company shall not be liable for any act or omission of any other entity furnishing to the Customer facilities, equipment, or services used with the Company's services. The Company shall not be liable for any damages or losses due to the failure of Customer-provided equipment, facilities, or services. Company is not liable for any act or omission of any other company or companies furnishing a portion of the service. No agents or employees of connecting, concurring, or other participating carriers or companies shall be deemed to be agents or employees of the Company without written authorization.
- 2.4.3 Company shall not be liable for and Customer shall indemnify and hold Company harmless from any and all losses, claims, demands, suits, or other action or liability whatsoever, whether suffered, made, instituted, or asserted by the Customer or by any other party or persons, for any personal injury to, or death of, any person or persons, and for any loss, damage, defacement, or destruction of the premises of the Customer or any other property, whether owned by the Customer or by others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of equipment, wiring, or services provided by Company or Carrier where such installation, operation, failure to operate, maintenance, condition, location, or use is not the direct result of Company's negligence.

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2.0 RULES AND REGULATIONS (cont'd)

2.4.4 The liability of the Company for mistakes, omissions, interruptions, delays, errors, or defects in transmission shall not exceed an amount equivalent to the proportionate monthly recurring charge to the Customer for the period of service during which such events occur. No credit shall be allowed for an interruption of a continuous duration of less than two (2) hours. For purposes of determining service credits, a month shall be deemed to have seven hundred twenty (720) hours. Any credits will be set off against charges billed during the next month.

2.5 Limitations

2.5.1 In addition to and not in limitation of all other provisions in this paragraph 2.5 with respect to Customer indemnification of the Company, the Company shall be indemnified and held harmless by the Customer against:

- (1) Claims for libel, slander, infringement of copyright or unauthorized use of any trademark, trade name, or service mark arising out of the material, data, information, or other content transmitted via Company's services.
- (2) Claims for patent infringement arising from combining or connecting Carrier's facilities with apparatus and systems of the Customer; and
- (3) All other claims arising out of any act or omission of the Customer in connection with any service provided by company.

2.5.2 The Company shall not be liable for damages or adjustment, refund, or cancellation of charges unless the Customer has notified the Company in writing, of any dispute concerning charges, or the basis of any claim for damages, within a reasonable period of time after the invoice is rendered or a debit is effected by the Company for the call giving rise to such dispute or claim. Any such notice must set forth sufficient facts to provide the Company with a reasonable basis upon which to evaluate the Customer's claim or demands. If notice of a dispute concerning the charges is not received, in writing, within a reasonable period of time after an invoice is rendered or a debit is effected, such invoice shall be deemed to be correct, accepted, and binding upon the Customer

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2.0 RULES AND REGULATIONS (cont'd)

2.6 Obligations of the customer

- 2.6.1 The Customer shall provide the personnel, power, and space required to operate all facilities and associated equipment installed on the premises of the Customer.
- 2.6.2 The Customer shall be responsible for providing Carrier personnel access to premises of the Customer at any reasonable hour for the purpose of testing the facilities or equipment of the Carrier.
- 2.6.3 The Customer will be liable for damages to the facilities of the Carrier caused by negligence or willful acts of any officers, employees, agents, or contractors of the Customer.
- 2.6.4 The Customer is responsible for pre-payment of all charges for services to be rendered by the Company. Customer may authorize others to use the services provided by the Company, but Customer remains responsible to the Company for payment of all charges for services used by others pursuant to this paragraph, with or without the Customer's knowledge. Customer is responsible for notifying the Company immediately of any unauthorized use or service.

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2.0 RULES AND REGULATIONS (cont'd)

2.7 Interruption of Service

2.7.1 For the interruption of service which lasts more than two hours in continuous duration, and which is not due to Company's testing or adjusting, to the negligent or willful acts of the Customer, or to the failure of channels and/or equipment provided by the Customer, the Customer is eligible for a service credit. It shall be the obligation of the Customer to notify Company of any interruptions of service for which a credit allowance is desired. Before notifying Company of any service interruption, the Customer shall ascertain that the trouble is not being caused by any action or omission by the Customer, not within the Customer's control, and/or is not in the wiring or equipment, if any, furnished by the Customer and connected to the facilities of the Company. For purposes of calculating the service credit under this provision, every month shall be considered to have seven hundred twenty (720) hours, and the applicable credit shall be calculated according to the following formula:

$$\text{Credit} = A/720 \times B$$

A = outage time in hours

B = total monthly charge for affected facility

2.8 Restoration of Service

The use and restoration of service in emergencies shall be in accordance with Part 64, Subpart D of the Federal Communications Commission's Rules and Regulations, which specify the priority system for such activities.

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2.0 RULES AND REGULATIONS (cont'd)

2.9 Payments and Billing

The Customer is responsible for the payment of all charges for services furnished by the Company. Service is provided on a monthly basis and billed in advance. The minimum service period is one month. Bills will be issued monthly.

Customer bills are generated 20 days in advance of their due date. Each residential customer will be billed for any usage and for the next month of service. A bill will become delinquent if it has not been paid at least 20 days after the billing date.

Bills are payable by cash, cashier's check, money order, or electronic funds transfer. All payments for residential postpaid service must be made through Bank Electronic Funds Transfer or ACH. The Company will debit the residential customer's bank account 10 days before the due date in order to allow the Company time to contact the customer in case of insufficient funds.

The Company may appoint an agent to provide billing and collection service. Prepaid service customer accounts can be serviced directly through agents where customers pay for their service with cash or money orders. No checks will be accepted.

Customer questions, complaints, and disputes regarding billing or service provided by the Company may be referred to the Company's customer service department in writing at P.O. Box 4607, Cave Creek, Arizona 85331-6692 or by telephone at (480) 659-4778.

The Company does not require deposits from Customers. Should this change the Company shall amend the appropriate tariff.

2.10 Cancellation by customer

The minimum service period after initiation of service is one calendar month. Customers may cancel by providing written or verbal notice during the last calendar month of service. The Customer shall remain liable for any charges incurred prior to the time that such cancellation becomes effective.

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2.0 RULES AND REGULATIONS (cont'd)

2.11 Cancellation by the Company

Service may be discontinued or temporarily suspended by the Company, without notice to the customer, when the Company deems it necessary to take such action to prevent unlawful use of its service. The Company will restore service as soon as it can be provided without undue risk. Charges for reconnection of blocked or suspended service are included in Section 4 of this tariff.

Without incurring liability, the Company may discontinue the provision of service to a Customer or to a particular Customer location, or may withhold the provision of ordered or contracted services:

1. Upon five (5) days' written notice, for nonpayment of any regulated sum due the company; (Prior to actual disconnection, services may be extended by a payment of a service continuation fee, at which time the telephone number will be reserved for ten (10) days and service will be extended ten (10) days beyond the expiration of the prepaid period. The customer may elect to pay the continuation fee to avoid a reconnection fee, however the customer will be responsible to pay for all services provided during the service continuation period. The service continuation fee will not be deducted from the monthly recurring charge.)
2. For violation of any of the provisions of this tariff or any applicable service contract.
3. For violation of any law, rule, regulation, or policy of any governing authority having jurisdiction over the Company's services.
4. By reason of any order or decision of a court, public service commission, or federal regulatory body or other governing authority prohibiting the Company from furnishing its services; or
5. In the event that the Company's underlying Carrier(s) no longer provide the Company with services necessary for the Company to provide the services offered herein.

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2.0 RULES AND REGULATIONS (cont'd)

2.12 Interconnection

2.12.1 Service furnished by Company may be interconnected with services or facilities of other authorized communications common carriers and with private systems, subject to the technical limitations established by Company or Carrier. Any special interface of equipment or facilities necessary to achieve computability between the facilities of Company and other participating carriers shall be provided at the Customer's expense.

2.12.2 Interconnection between the facilities or services of other carriers shall be under the applicable terms and conditions of the other carrier's tariffs. The Customer is responsible for taking all necessary legal steps for interconnecting Customer provided terminal equipment or communications equipment with Company's facilities. The Customer shall secure all licenses, permits, rights-of-way, and other such arrangements necessary for interconnection.

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3.0 DESCRIPTION OF SERVICE

3.1 Services Offered

- 3.1.1 The Company offers local exchange inbound and outbound service to residential and business customers. Local Exchange Service provides an individual access line for the transmission of two-way switched voice or data communication within a local calling area. The individual access line is the connecting facility between a Customer's premise and a serving central office that provides Customer access to the switched network for placing and receiving calls. In those exchanges where a 9-1-1 Service is available, the Company will provide access to 9-1-1 Service to all the Company's subscribers.
- 3.1.2 A Basic Service Line provides customers with unlimited calling within the customer's local service area.
- 3.1.3 Prepaid High Density service is available to customers who live in Geographically Deaveraged UNE Zones 1 and 2. Prepaid Low Density service is available to customers who live in Geographically Deaveraged UNE Zone 3.

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3.0 DESCRIPTION OF SERVICE (cont'd)

- 3.1.4 Postpaid service is available to creditworthy customers. Postpaid customers may be required to provide Social Security Numbers, a checking account number, or other credit information.
- 3.1.5 The Company will provide free blocking of 900, 976, and 700 or informational numbers to any customer.
- 3.1.6 Live Wire 12 feature package. The following feature package is available to customers in high-density areas who subscribe to a basic line. All services or features can be provided only where technically available and compatible with other features the customer may choose to order.
- Auto call back
 - Call forwarding
 - Call hold
 - Call waiting
 - Call waiting ID
 - Call waiting name and number
 - Anonymous call rejection
 - Hunting
 - Message waiting
 - Speed Calling
 - 3-Way calling
 - Time & Date

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3.0 DESCRIPTION OF SERVICE (cont'd)

3.1.7 Unlimited long distance. Allows a customer to place an unlimited number of calls to anywhere in the Continental United States. The Customer is limited to 1800 minutes per month to any single telephone number within this calling area and 1000 minutes to any Independent Telephone Company. Per-minute charges will apply to usage over these limits.

3.1.8 Live Wire Residential Choice. The following feature package is available to residential customers in low-density areas who subscribe to a basic line. All services or features can be provided only where technically available and compatible with other features the customer may choose to order.

- Call Forwarding Variable
- Caller ID Name and Number
- Anonymous Call Rejection
- Long Distance Alert
- Call Waiting or Call Waiting ID
- Three-Way Calling
- Message Waiting Indication

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3.0 DESCRIPTION OF SERVICE (cont'd)

3.1.9 Live Wire Business Choice. The following feature package is available to postpaid business customers in low-density areas who subscribe to a basic line. Live Wire Business Choice customers may choose five services/features from the following list. All services or features selected in the package can be provided only where technically available and compatible with other features the customer may choose to order.

- Anonymous Call Rejection
- Caller ID Deluxe
- Call Forwarding Busy Line
- Call Forwarding Busy Line/Don't Answer
- Call Forwarding Don't Answer
- Call Forwarding Variable
- Remote Access Call Forwarding
- Call Transfer
- Call Waiting
- Call Waiting ID
- Selective Call Waiting
- Long Distance Alert
- Custom Ringing
- Dial Lock
- Directory Assistance (6 calls above allowance)
- Easy Access
- Hunting
- Call Return
- Message Waiting Indication (Audible or Audible/Visual)
- Three-Way Calling
- Voice Mail

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3.0 DESCRIPTION OF SERVICE (cont'd)

3.1.10 The Company offers various custom calling features that are currently available to the Company at the underlying carrier's switching facility where service is being offered. Custom Calling Services are optional service arrangements of central office features furnished to individual line customers.

3.1.11 Nonrecurring and Special Charges

3.1.11.1 Activation Fee. Service connection charges are non-recurring charges that apply to ordering, installing or changing of local telephone service. One or more Service Connection Charges may apply to each customer order depending upon the work functions performed.

3.1.11.2 Service Order Charge – Applied to receiving, recording and processing information necessary to execute a customer's request to connect, move or change telephone service.

3.1.11.3 Restore Service Charge. Applies to restoral of service after suspension for nonpayment.

3.1.11.4 New installation charge. This charge applies when central office work is required and/or when a customer establishes a new account.

3.1.11.5 Number Change – Applied for each telephone number changed when requested by the customer.

3.1.11.6 Prepaid Customer Service Charge – This is a monthly charge for providing a customer with service on a prepaid basis.

3.1.11.7 Service Continuation Fee – This fee applies as described in Section 2 of this tariff.

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3.0 DESCRIPTION OF SERVICE (cont'd)

- 3.1.12 Long Distance Calls. Long Distance calls may be placed using any Long Distance carrier providing a calling card or a toll-free access number. All long distance calls charged to a prepaid customer's account will be blocked.
- 3.1.13 Directory Assistance & Operator Services. All Directory Assistance & Operator Services will be blocked for prepaid service customers. If calls are inadvertently accessible the following charges will apply.
 - 3.1.13.1 Directory Assistance Call Completion. Directory Assistance Call Completion provides a Customer calling directory assistance with the option of having calls to the requested intrastate number completed. A charge applies to Directory Assistance Call Completion in addition to any normal directory assistance and/or local usage charge. Directory Assistance Call completion service is furnished only where facilities are available.
 - 3.1.13.2 Busy Line Verification. Provides operator assistance in determining if there is conversation in progress on a called station. The charge only applies if a conversation is detected.
 - 3.1.13.3 Busy Line Interrupt. Provides for operator interruption of a conversation in progress on a called station. A charge applies for each attempt to interrupt regardless of whether or not the called station releases the call. A Busy Line Verification must be made prior to a Busy line Interrupt and both surcharges will apply.
- 3.1.14 Directory Listings. For each Customer of Company-provided Exchange Service(s), the Company shall arrange for the listing of the customer's main billing telephone number in the director(ies) published by the dominant Local Exchange Carrier in the area at no additional charge. At a Customer's option, the Company will arrange listings for an additional charge.
- 3.1.15 Non-Published Service. This optional service provides for suppression of printed and recorded directory listings. A Customer's name and number do not appear in printed directories or Directory Assistance Bureau records.
- 3.1.16 Non-Listed Service. This optional service provides for suppression of printed directory listings only. Parties may still obtain the Customer's number by calling the Directory Assistance Bureau.

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END-USER SERVICES TARIFF

4.0 RATES AND CHARGES

- 4.1 Monthly Recurring Rates.** All service features are subject to availability and compatibility between features. The Company may package features and use a different name for the service package, but the price will be the total of the services provided in the package.

| Monthly Rates | Residential | Business |
|---|-------------|----------|
| High Density Basic Service Line | \$17.95 | \$17.95 |
| Low Density Basic Service Line | \$17.95 | \$39.95 |
| Live Wire 12-Feature Package | N/C | N/C |
| Live Wire Residential Choice | \$16.95 | N/A |
| Prepaid Customer Service Charge | \$15.00 | \$15.00 |
| Extra toll MOU beyond package limit | \$ 0.049 | \$ 0.049 |
| Unlimited residential long distance | \$30.00 | N/A |
| Live Wire Business Choice | N/A | \$45.95 |
| Additional Listing | \$ 1.95 | \$ 1.95 |
| Non-Listed/Non-Published Number (per number) | \$ 5.00 | \$ 5.00 |
| 150 Minutes Long Distance | \$10.00 | \$10.00 |
| 200 Minutes Long Distance | \$15.00 | \$15.00 |
| Deluxe Voice Mail | \$ 7.95 | \$14.95 |

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4.0 RATES AND CHARGES (cont'd)

4.2 Surcharges Per Call

post paid only

| Surcharge | Residential | Business |
|-------------------------------|-------------|----------|
| Local Directory Assistance | \$0.50 | \$0.50 |
| National Directory Assistance | \$1.25 | \$1.25 |
| Operator Assistance | \$1.00 | \$1.00 |
| Third Number Billing | \$1.83 | \$1.83 |
| Collect Calling | \$0.65 | \$1.83 |
| Person to Person | \$0.65 | \$3.13 |
| General Assistance | \$1.30 | \$0.80 |
| Busy Line Verification | \$0.80 | \$2.00 |
| Busy Line Interrupt | \$1.00 | \$1.00 |

4.3 Trouble Determination Charge

A trouble determination charge will be assessed by a service call. Each customer will be charged a \$ 37.50 flat rate service call per visit (trouble visit).

4.4 Late Charges

Late fees in the amount of 5% shall be assessed for each monthly statement not paid in-full or 20 days from the billing date. No late fee will be charged on previously unpaid late fees.

4.5 Special Customer Arrangements (SCA)

For special situations, rates for specialized services will be determined on a Special Customer Arrangement and specified by contract between The Company and the Customer.

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4.0 RATES AND CHARGES (cont'd)

4.6 Non-Recurring Charges: Residential & Business

| Service | Residential | Business |
|--------------------------|-------------|----------|
| New installation | \$25.00 | \$25.00 |
| Activation Fee | \$35.00 | \$59.95 |
| Service continuation Fee | \$10.00 | \$10.00 |
| Add Feature Package | \$10.00 | \$10.00 |
| Number Change | \$30.00 | \$45.00 |
| Restore Service | \$30.00 | \$50.00 |

4.7 Promotions

The Company may, from time to time, engage in special promotional offerings or trial service offerings limited to certain dates, times, and/or locations in order to attract new Customers or increase usage by existing Customers. In such cases, the Company will notify the Commission in writing prior to initiating the promotion.

4.8 Taxes

All state and local taxes (e.g., gross receipts tax, sales tax, municipal utilities tax or other applicable taxes) are not included in listed rates. Taxes are also listed as separate line items in customer billing.

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